

**CLERK OF THE COURT
SUPERIOR COURT OF ARIZONA**

Michael K. Jeanes
Clerk

MARICOPA COUNTY
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LIMITED ENGLISH PROFICIENCY PLAN FOR TITLE VI COMPLIANCE

I. Legal Basis and Purpose

This document serves as the plan for the Clerk of the Superior Court in Maricopa County (Clerk's Office) to support the Judicial Branch's efforts to provide to persons with limited English proficiency (LEP) services that are in compliance with the Presiding Judge of the Superior Court's obligations under Title VI of the Civil rights Act of 1964 (42 U.S.C. 2000d et seq.; 45 C.F.R. § 80.1 et seq.; and 28 C.F.R. § 42.101-42.112) and Arizona Supreme Court Administrative Order 2011-96. The purpose of this plan is to provide a framework for the provision of timely and reasonable language assistance to LEP persons who come in contact with the Clerk's Office in Maricopa County.

This plan was developed to ensure meaningful access to court services for persons with limited English proficiency. Although court interpreters are provided for persons with hearing loss, access services for them are covered under the Americans with Disabilities Act rather than Title VI of the Civil Rights Act, and therefore will not be addressed in this plan.

II. Needs Assessment

A. Statewide Census Data

The State of Arizona provides court services to a wide range of people, including those who speak limited or no English. From a statewide perspective, the following languages were listed with the greatest number of speakers who spoke English less than "very well" in Arizona (according to the American Community Survey estimate report from the U.S. Census Bureau dated April 2012):

1. Spanish
2. Navajo
3. Chinese
4. Vietnamese

B. Maricopa County Census Data

According to the Maricopa County Judicial Branch's review of the 2005-2009 American Community Survey through the United States Census, 72.1% of the County's population spoke "English only" at home. The remaining 27.9% of the population reported speaking a language other than English, of which 13.9% spoke English "less than very well." The Judicial Branch's Court Interpreter and Translation Services Department (CITS) indicated that Spanish and American Sign Language court interpreters are the most

commonly requested interpreters in the Judicial Branch. The following list shows the foreign languages that are most frequently used in this office's geographic area:

1. Spanish
2. Vietnamese
3. Arabic
4. Somali
5. Russian

C. Clerk's Office Data

Based on information provided by Clerk's Office supervisors and invoices from Language Line, the most frequently used foreign language is Spanish, comprising nearly all non-English language interactions. Language Line is used infrequently to assist customers in other languages, including Vietnamese, Farsi, Japanese, Mandarin, and Arabic.

III. Language Assistance Resources

A. Determining the Need for an Interpreter

The Clerk's Office may determine whether an LEP customer needs an interpreter in various ways. The need for an interpreter may be identified by the LEP person or on the LEP person's behalf, by court staff, by Clerk's Office staff and by others.

When an interpreter need is identified and Clerk's Office staff become aware that the LEP person also has a pending court case, Clerk's Office staff are instructed to attach an interpreter flag to the person in the iCIS case management system.

B. Court Interpreter Listserv

Arizona's Administrative Office of the Courts (AOC) maintains a roster of individuals who indicate they have interpreting experience and have expressed interest in working in the courts. This roster is available to the Clerk's Office on the internet at <http://www.interpreters.courts.az.gov>.

C. Language Services Outside the Courtroom

The Clerk's Office is responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to services from the Clerk's Office. This is perhaps the most challenging situation facing Clerk's Office staff, because in most situations they are charged with assisting LEP individuals without an interpreter present. LEP individuals may come in contact with Clerk's Office staff via the phone or the public counter.

To facilitate communication between LEP individuals and Clerk's Office staff, the Clerk's Office uses the following resources to the degree that resources are available:

- Bilingual employees
- "I Speak" cards, to identify the individual's primary language
- Telephonic interpreter services through Language Line
- Multilingual signage provided by the Judicial Branch in Maricopa County throughout court facilities
- Automated translation of the Clerk's website into a user-selected language
- Spanish language versions of court forms
- A website link from the Clerk's website to the Supreme Court's Spanish-translated webpage at <http://www.azcourts.gov/elcentrodeautoservicio/Home.aspx>.

D. Clerk's Office Staff Recruitment

The Clerk's Office is an equal opportunity employer and recruits and hires bilingual staff to serve its LEP customers, including bilingual staff to serve at public counters and bilingual staff available on call to assist with contacts from LEP individuals as needed.

IV. Training

The Clerk's Office provided mandatory training in Title VI issues to administrators and supervisors beginning in 2008 and provided staff with reference guides and support materials for carrying out Title VI assistance. Support materials are available to Clerk's Office staff in paper and electronic formats. New employees receive an introduction to Title VI issues on the first day of their orientation and are provided instructions on how to use the Language Line. Within their six-month probationary period new staff must view the video of a Title VI session presented by consultant Bruce Adelson. In addition, the Clerk's training courses on cultural competency, professionalism, diversity, personalities, listening, customer service, communications, Human Resources basics and various manager training programs include segments to explain and reinforce the importance of Title VI and the methods in place for meeting those obligations. The Clerk's Office will continue to monitor feedback indicating a lack of familiarity with Title VI and offer additional training opportunities intended to maintain awareness of LEP issues and the resources available to Clerk's Office staff to assist LEP individuals.

V. Formal Complaint Process

If an LEP customer believes meaningful access to the Clerk's Office was not provided to them, they may file a complaint with the Clerk's Limited English Proficiency Plan Coordinator.

VI. Public Notification and Evaluation of the Plan

A. Notification to the Public

The Clerk's Office's LEP plan is approved by the Clerk of the Superior Court. Upon approval, a copy is forwarded to the AOC, posted on the Clerk's website and will be provided to the public upon request.

B. Annual Evaluation

The Clerk's Office will routinely assess whether changes to the LEP plan are needed. The plan may be changed or updated at any time but will be reviewed at least once each year.

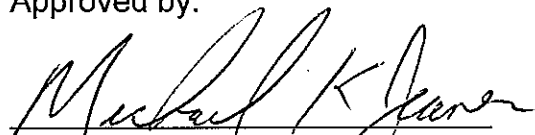
Each year the Clerk or his designee will review the effectiveness of the Clerk's Office's LEP plan and update it as necessary. The evaluation will include identification of any problem areas and the development of corrective action strategies. From time to time, the Clerk's Office may consider using a survey sampling of data collection for a limited time period which involves assessing language access requests to assist in the evaluation of the LEP Plan. Elements of the evaluation will include:

- Number of LEP services requested
- Assessment of current language needs to determine if additional services or translated materials should be provided
- Assessment of how well staff understand LEP policies and procedures and how to carry them out when appropriate
- Review of feedback from Clerk's Office staff training sessions
- Customer satisfaction feedback

C. Clerk's Office Limited English Proficiency Plan Coordinator:
Aaron Nash, Special Counsel and Public Information Officer
620 W. Jackson Street, Suite 3017
Phoenix, Arizona 85003

D. AOC Language Access Contact:
Carol Mitchell, Court Access Specialist
Court Services Division
Administrative Office of the Courts
1501 W. Washington Street, Suite 410
Phoenix, AZ 85007
(602) 452-3965, cmitchell@courts.az.gov

Approved by:



Michael K. Jeanes,
Clerk of the Superior Court for Maricopa County

Date: 7/7/14

**Clerk of Superior Court
Limited English Proficiency (LEP) Complaint Form**

Section 602 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d states that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." One of the reasons this law was established was to ensure that persons who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English be afforded meaningful access to programs, services and/or activities and information provided by any entity receiving federal financial assistance.

If you feel you have not been provided meaningful access to any court service and/or activity, please complete this form and return it to Clerk of Superior Court, 620 W. Jackson Street, Suite 3017, Phoenix, AZ 85003.

PLEASE COMPLETE AND SIGN:

I. Complainant Information:

Name: _____

Contact or Home Address: _____ City/State/Zip: _____

Telephone #: Home (____) _____ Alternate # (____) _____

Primary Language: _____

II. Complaint Description:

Name or Department and/or Program/Service/Activity: _____

Name of individual (s) involved if known: _____

Address where incident occurred: _____

Date of incident: _____

Describe how you were not provided meaningful access: (Be specific and attach additional pages if necessary)

Signature _____ Date: _____

The Clerk of Superior Court is committed to improve access to its programs, services and activities for persons who are Limited English Proficient.

This form is available in Spanish and is available on the reverse side.

Clerk of Superior Court
Formulario de Reclamación por falta del debido acceso a los de Conocimiento Limitado del Idioma Inglés

La sección 602 del Título VI de la Ley de Derechos Civiles de 1964, 42 U.S.C. 2000d reza que "En Estados Unidos, se garantizará a toda persona la participación en y beneficios de todo programa o actividad que reciba asistencia económica federal sin discriminar debido a su raza, color u origen nacional." Entre los motivos de dicha ley fue el de asegurar que se le conceda a toda persona que no sepa inglés como idioma principal y con capacidad limitada de leer, hablar, escribir o entender el inglés pleno acceso a todo programa, servicio y/o actividad e información proporcionados por toda entidad que reciba asistencia económica federal.

Si Ud. opina que se le ha negado el pleno acceso a todo servicio o actividad ofrecido por el tribunal, por favor, llene este formulario y envíelo a Clerk of Superior Court, 620 W. Jackson Street, Suite 3017, Phoenix, AZ 85003.

Llene el formulario a continuación y fírmelo al pie.

1. Datos del reclamante:

Nombre y apellido(s): _____

Dirección domiciliaria: _____ Ciudad/Estado/Código Postal: _____

Núm. de Teléfono: Casa () _____ Otro () _____

Idioma principal: _____

Detalles de su Reclamación:

Nombre del Departamento que ofrece el programa, servicio o actividad: _____

Nombre(s) de la(s) persona(s) involucrada(s) si es que sabe: _____

Dirección del sitio en que ocurrió el incidente: _____

Fecha del incidente: _____

Mencione en detalle cómo fue que le negaran pleno acceso: (Anote los detalles y adjunte otras hojas si es necesario)

Firma _____ Fecha: _____

The Clerk of Superior Court se comprometen a mejorar el acceso a sus programas, servicios y actividades para los de conocimiento limitado del inglés.